



Learning Paths by Persona

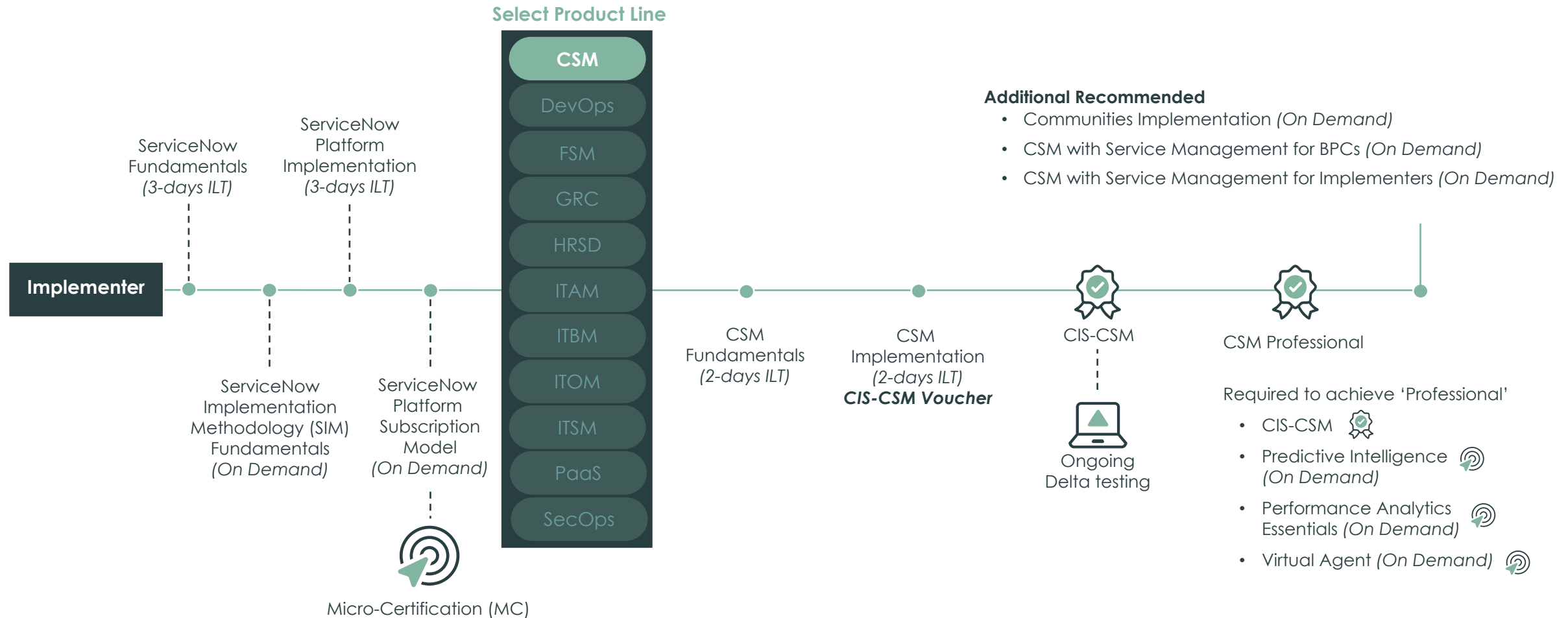
Author: **Training and Certification**

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Implementer Learning Paths

Implementer Learning Path

Customer Service Management (CSM)



* Mainline certification questions are sourced from all courses between the product line selection and the exam

Additional Acronyms

BPC: Business Process Consultants

CIS: Certified Implementation Specialist

ILT: Instructor-led Training

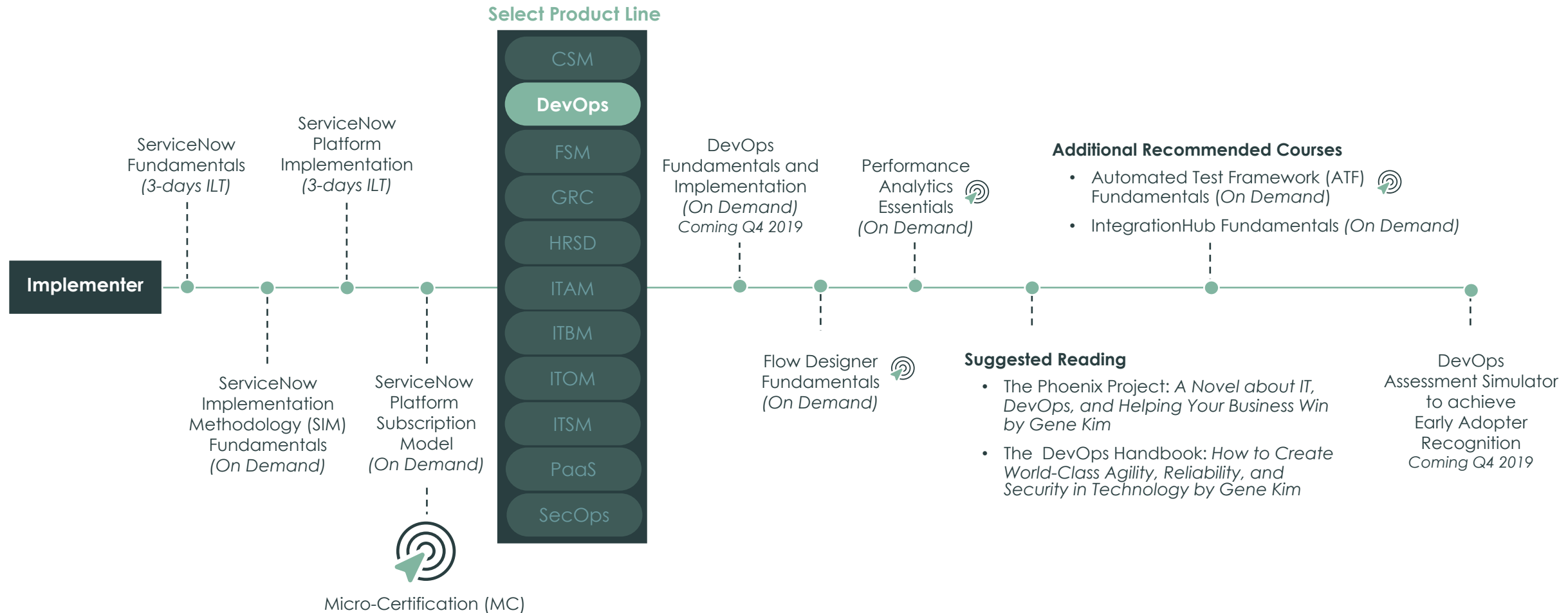
Implementer Learning Path

DevOps

* Mainline certification questions are sourced from all courses between the product line selection and the exam

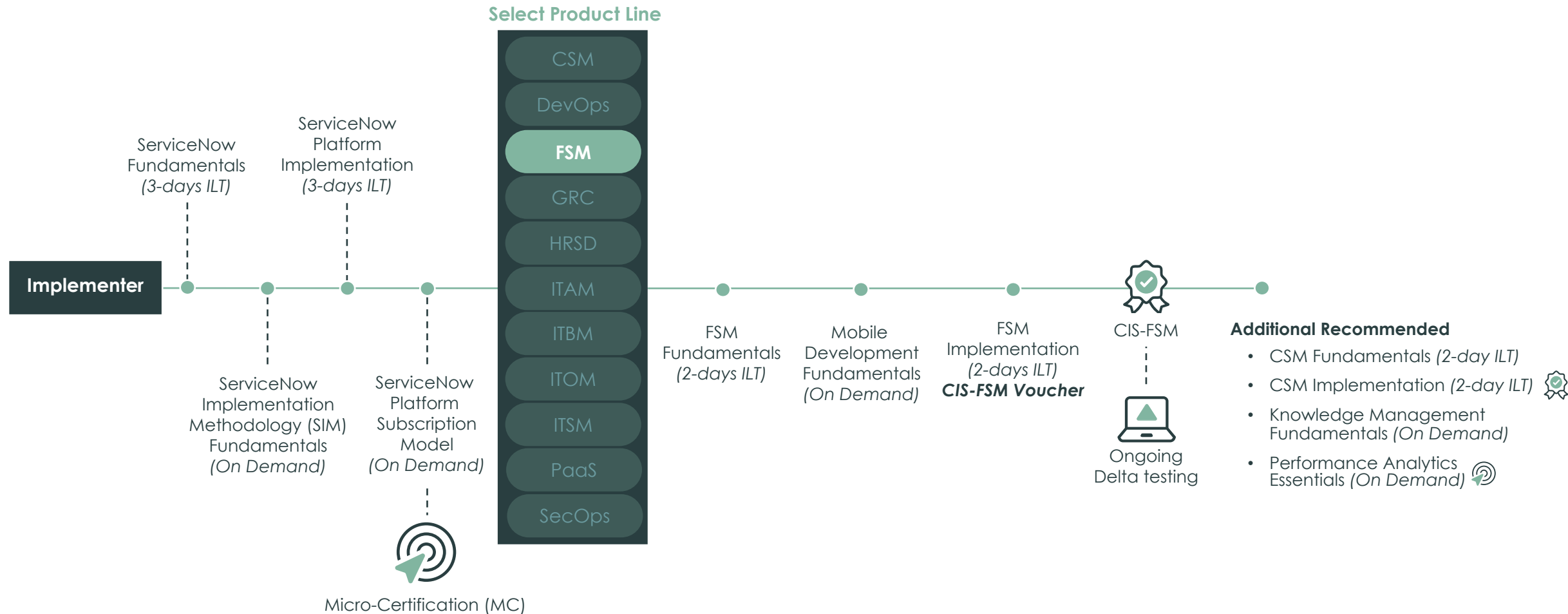
Additional Acronyms

ILT: Instructor-led Training



Implementer Learning Path

Field Service Management (FSM)



* Mainline certification questions are sourced from all courses between the product line selection and the exam

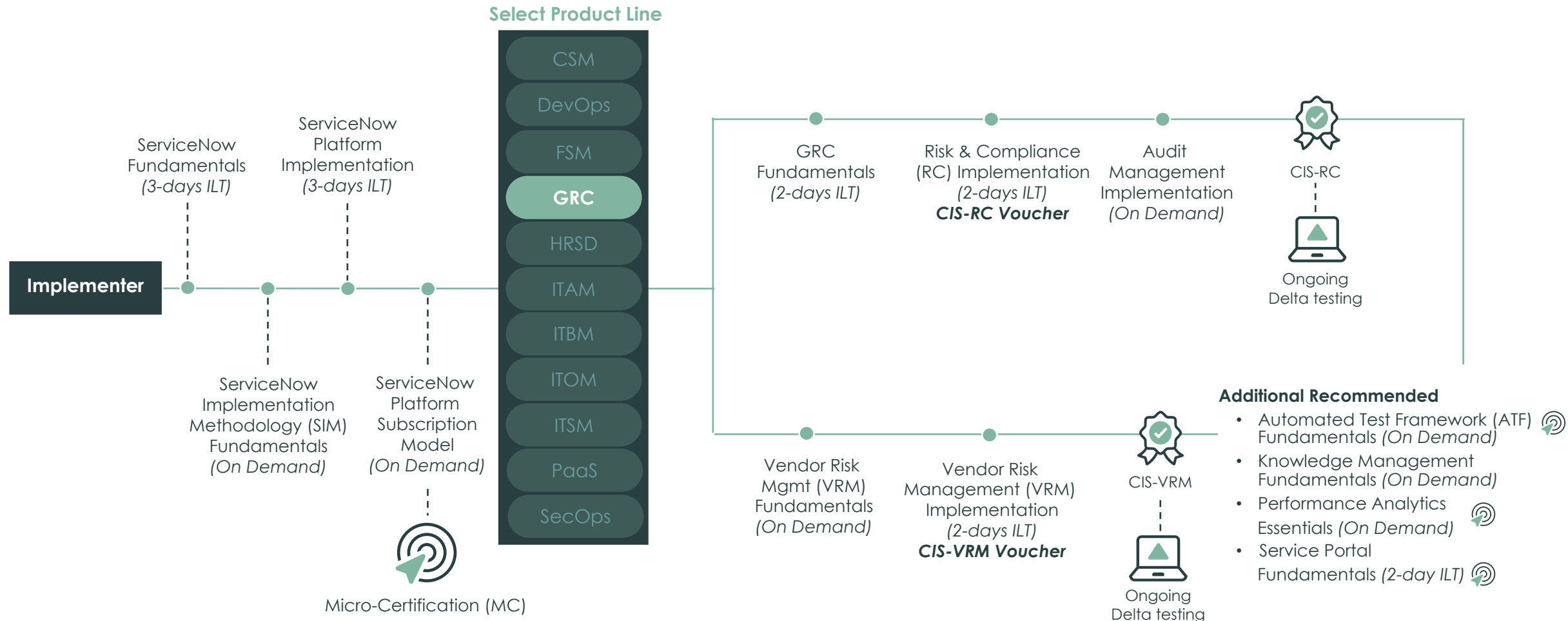
Additional Acronyms

CIS: Certified Implementation Specialist

ILT: Instructor-led Training

Implementer Learning Path

Governance, Risk & Compliance (GRC)



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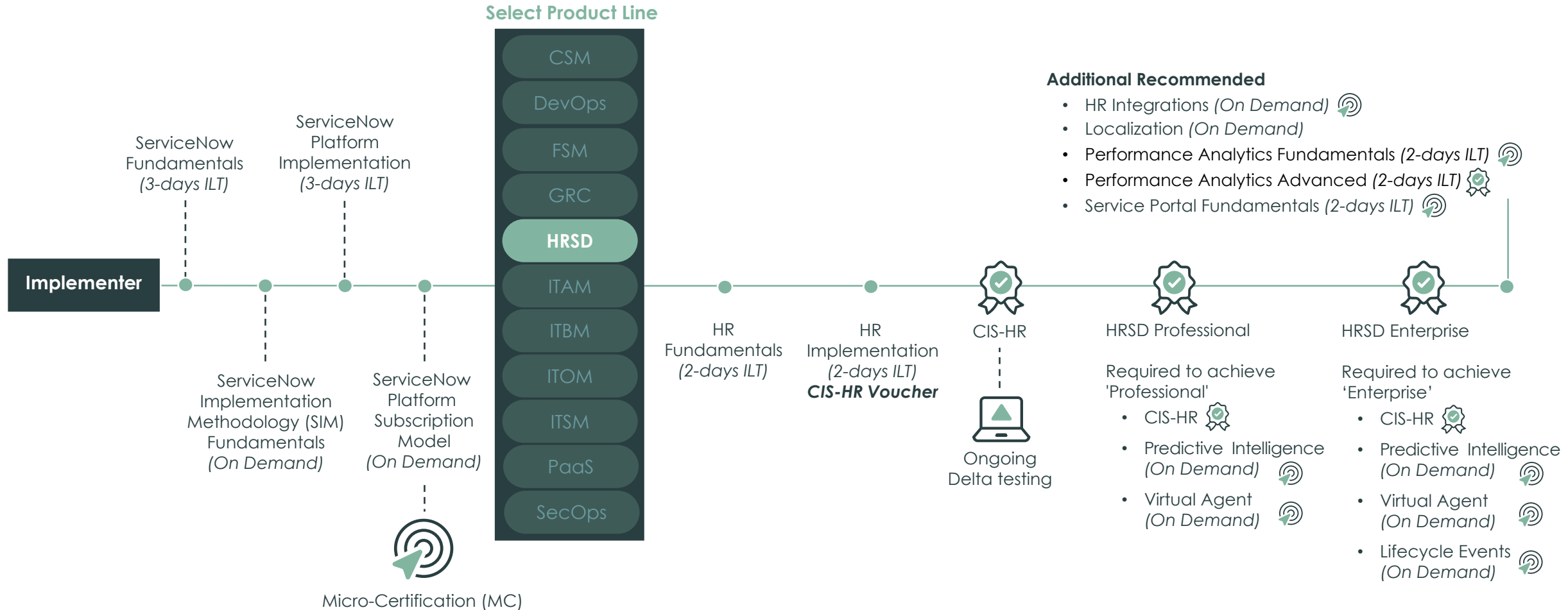
Additional Acronyms

CIS: Certified Implementation Specialist

ILT: Instructor-led Training

Implementer Learning Path

Human Resources Service Delivery (HRSD)



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Additional Acronyms

CIS: Certified Implementation Specialist

ILT: Instructor-led Training

Implementer Learning Path

IT Asset Management (ITAM)

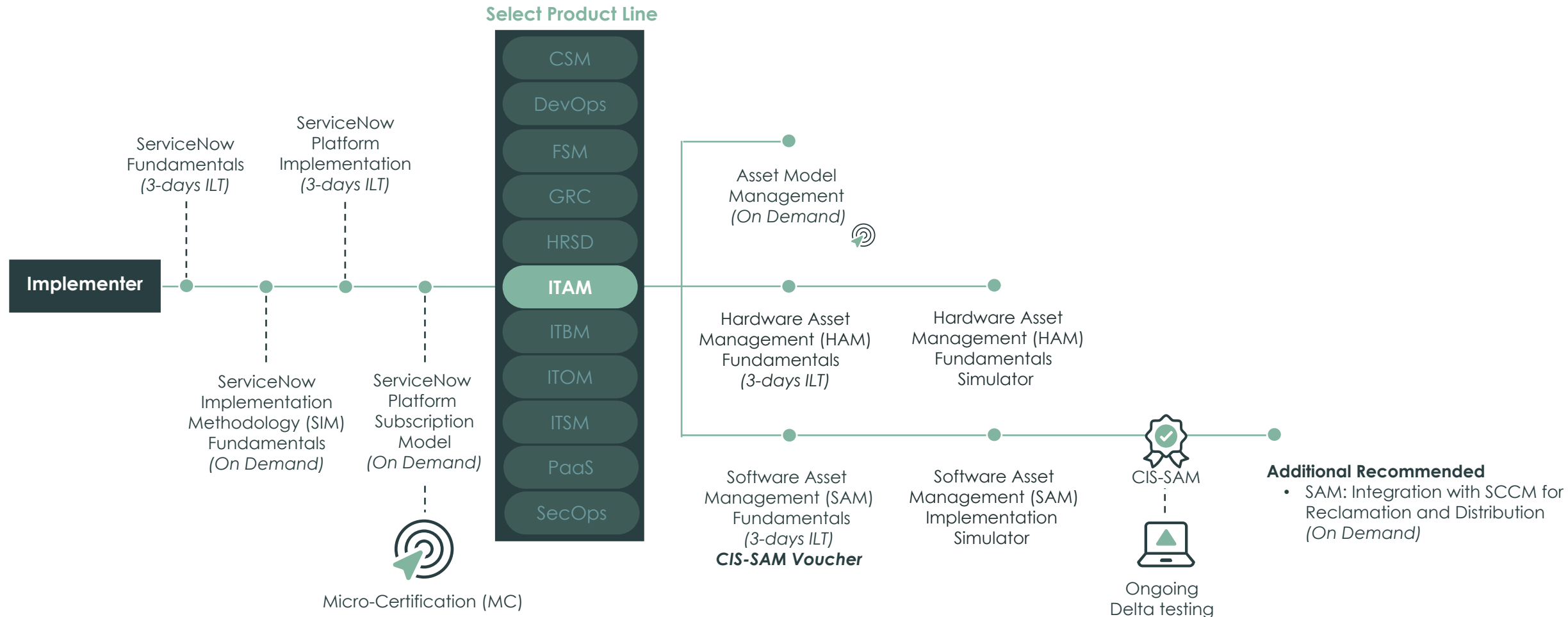
* Mainline certification questions are sourced from all courses between the product line selection and the exam

Additional Acronyms

CIS: Certified Implementation Specialist

ILT: Instructor-led Training

SCCM: Microsoft System Center Configuration Manager



Implementer Learning Path

IT Business Management (ITBM)

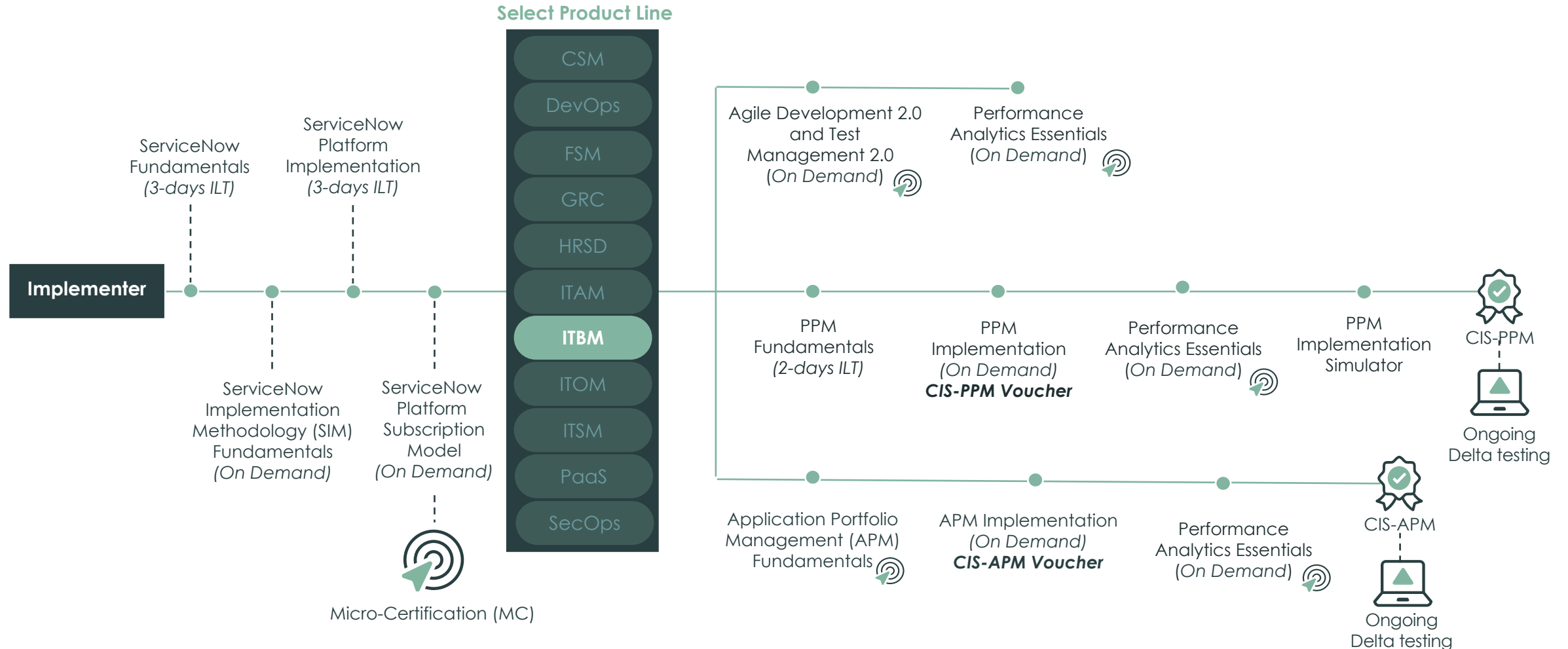
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Additional Acronyms

CIS: Certified Implementation Specialist

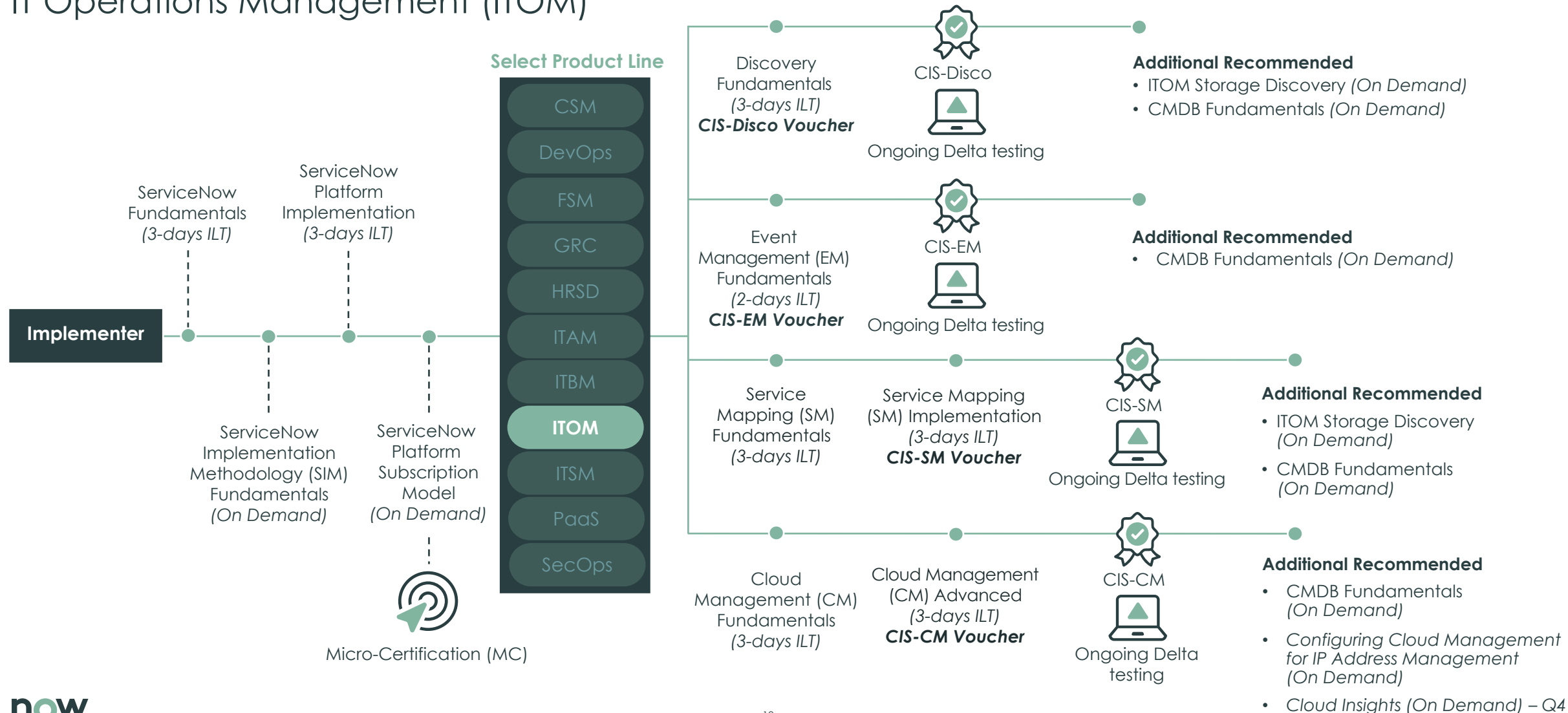
ILT: Instructor-led Training

PPM: Project Portfolio Management



Implementer Learning Path

IT Operations Management (ITOM)



* Mainline certification questions are sourced from all courses between the product line selection and the exam

Additional Acronyms

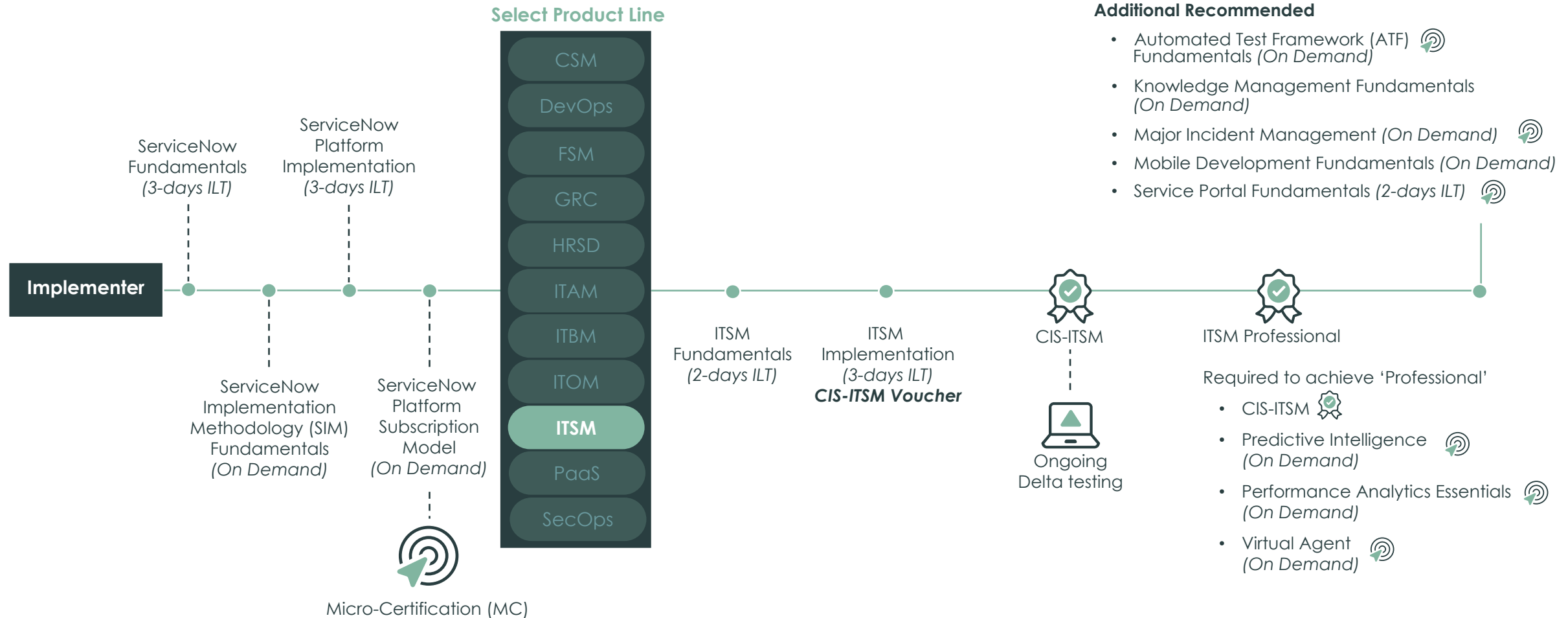
CIS: Certified Implementation Specialist

CMDB: Configuration Management Database

ILT: Instructor-led Training

Implementer Learning Path

IT Service Management (ITSM)



* Mainline certification questions are sourced from all courses between the product line selection and the exam

Additional Acronyms

CIS: Certified Implementation Specialist

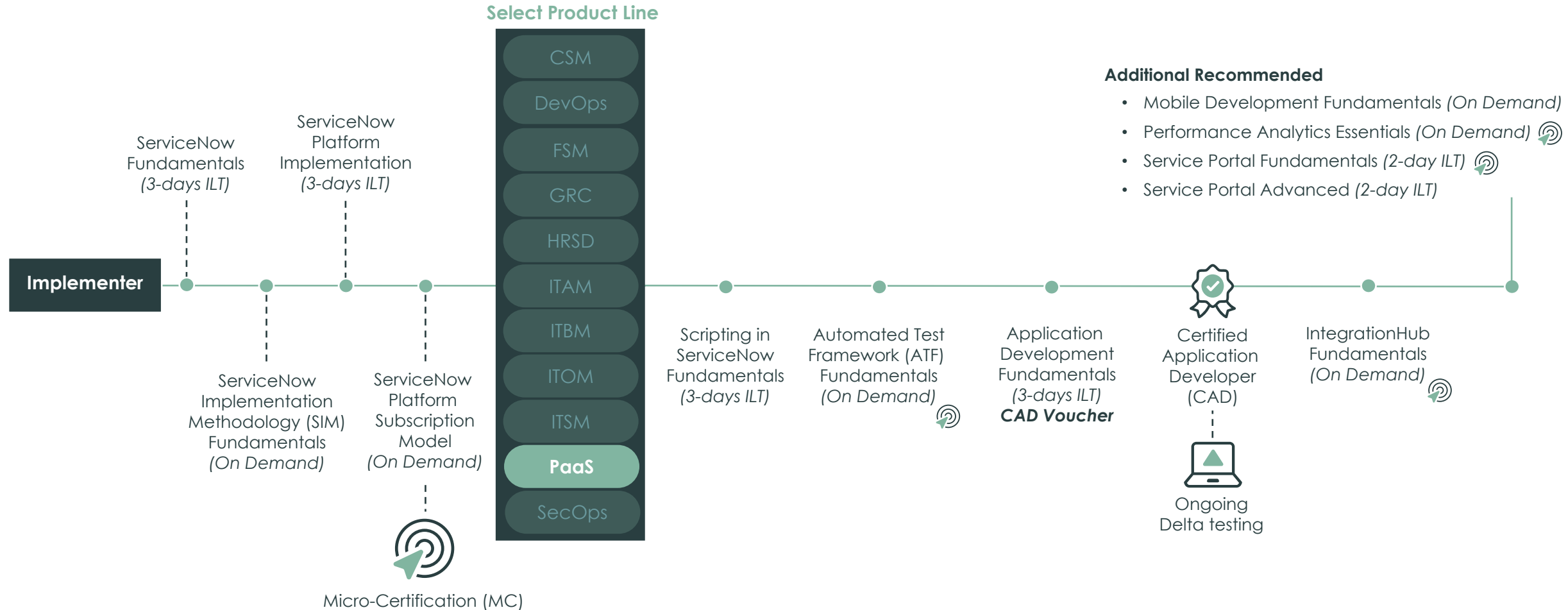
ILT: Instructor-led Training

Additional Acronyms

ILT: Instructor-led Training

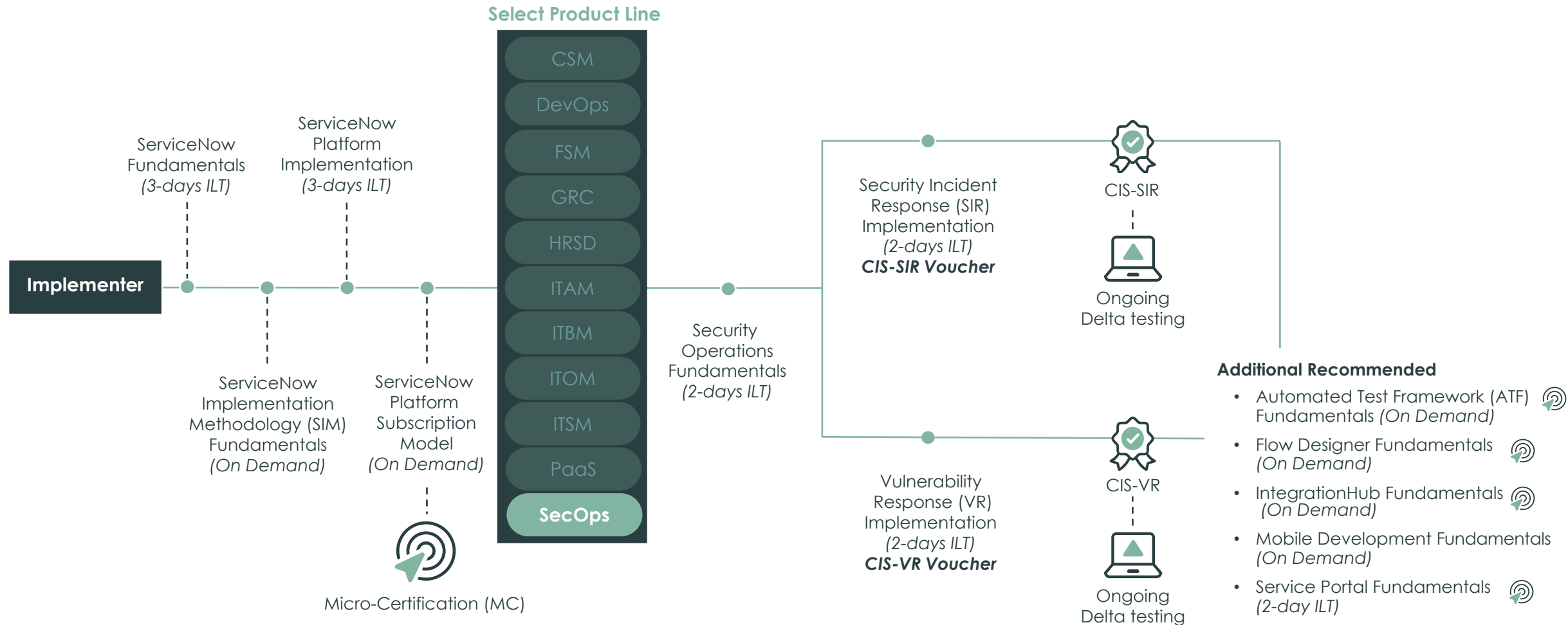
Implementer Learning Path

Platform as a Service (PaaS) – Custom Application Development



Implementer Learning Path

Security Operations (SecOps)



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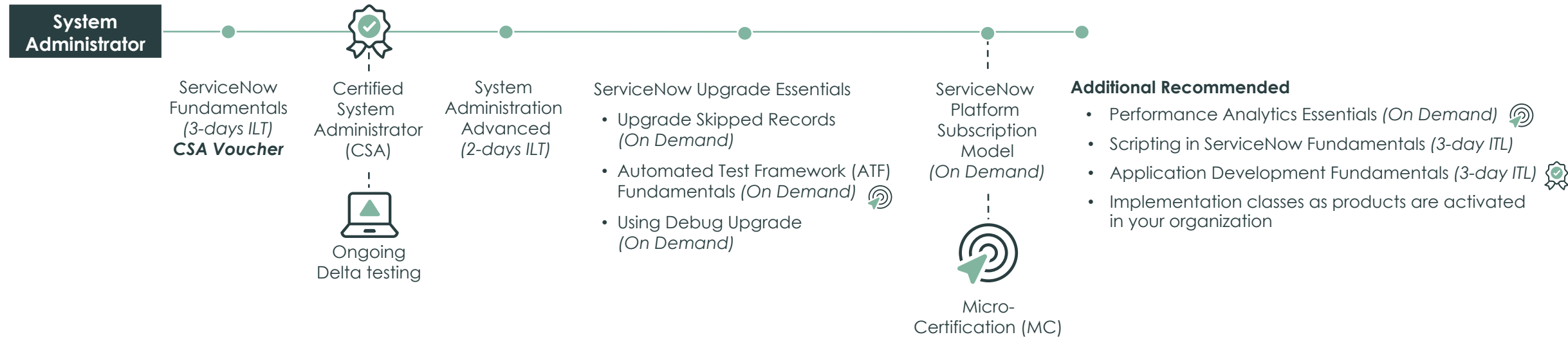
Additional Acronyms

CIS: Certified Implementation Specialist

ILT: Instructor-led Training

System Administrator Learning Path

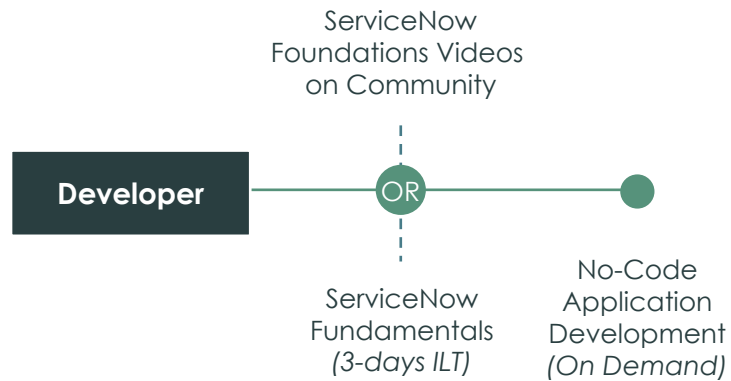
System Administrator Learning Path



Developer Learning Paths

Application Developer Learning Path

No-Code Developer

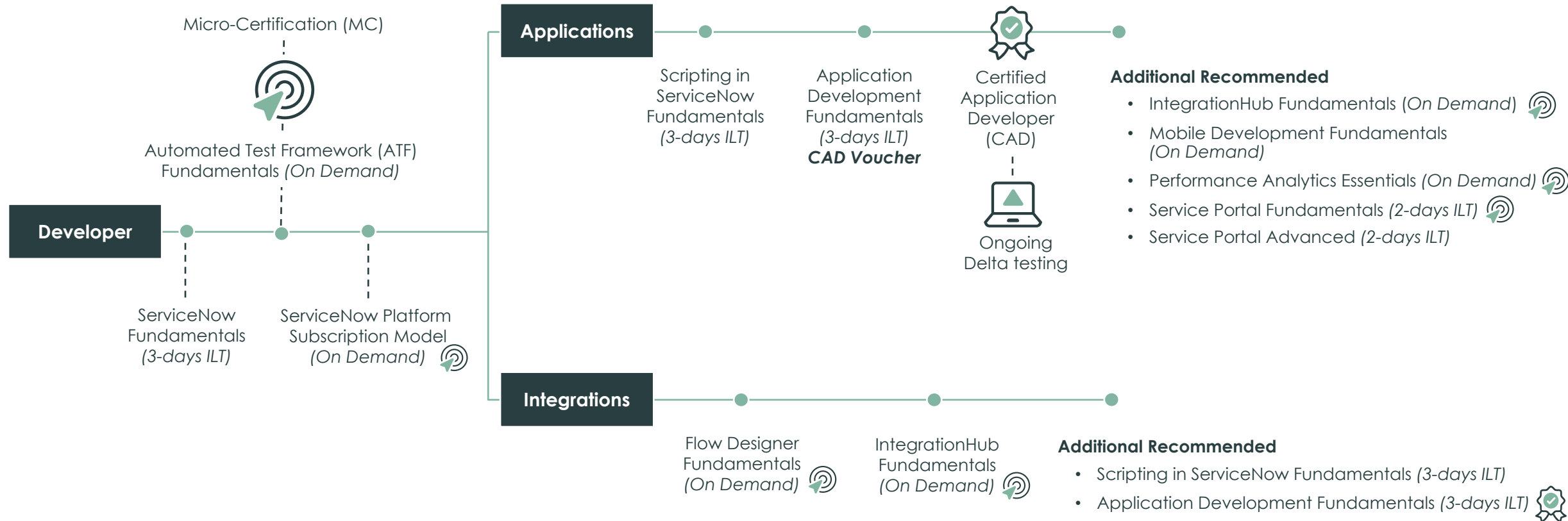


Additional Acronyms

ILT: Instructor-led Training

Application Developer Learning Path

Low/Pro-Code Developer



Application Specialist Learning Paths

Application Specialist Learning Path

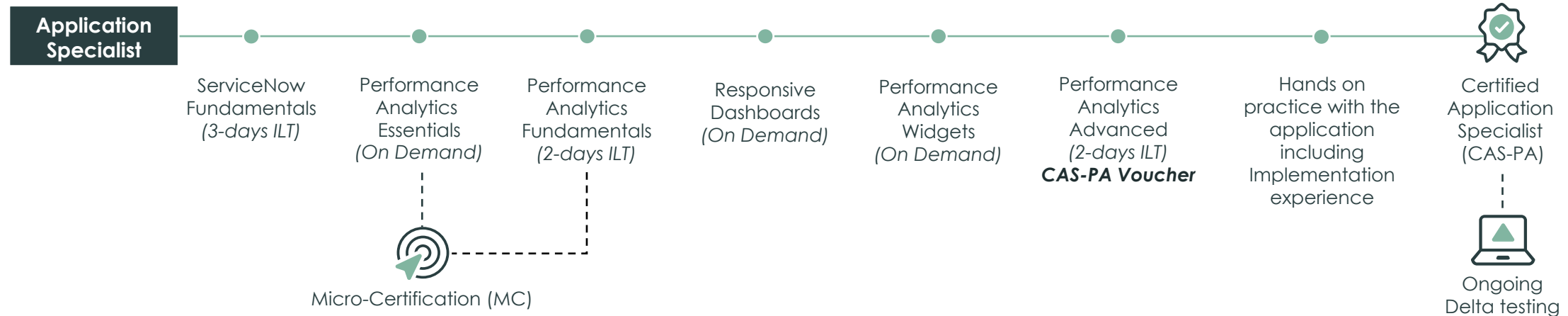
Performance Analytics (PA)

* Mainline certification questions are sourced from all courses between the product line selection and the exam

Additional Acronyms

CAS: Certified Application Specialist

ILT: Instructor-led Training



Application Specialist Learning Path

Service Portal

